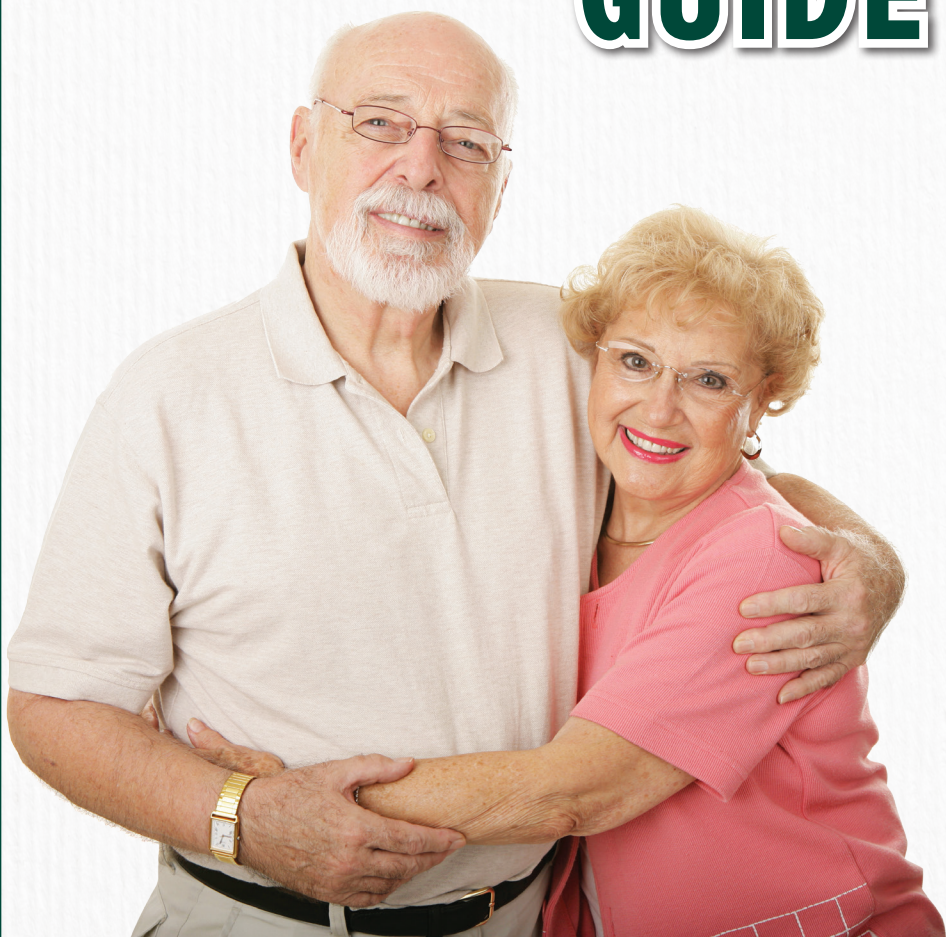


SENIOR SERVICES GUIDE



THE VILLAGE OF WELLINGTON - DIVISION OF SENIOR SERVICES

561-753-2476

www.wellingtonfl.gov

Wellington's Division of Senior Services is a



function of the Parks and Recreation Department. Its mission is to ensure that older adults in Wellington have a trusted and unbiased place to turn for information, resources and assistance that meets their unique needs and enhances their quality of life. Wellington advocates for and cooperatively works with agencies and organizations to strengthen support systems and create new and innovative services for our residents.

2-1-1 GET ANSWERS, GET CONNECTED

2-1-1

www.211.org

Dial Phone #211 is an easy to remember telephone number that connects people with important community services and volunteer opportunities. The implementation of 211 is being spearheaded by United Way and other referral agencies in states and local communities.



GOVERNMENT AGENCIES ON AGING (AGING & DISABILITIES RESOURCE CENTER)

Area Agency on Aging/ ADRC of Palm Beach/Treasure Coast Inc
4400 N Congress Ave West Palm Beach FL 33407

561-684-5885

www.AreaAgency.org

Area Agencies on Aging (AAA's) offer information and services



**Your Aging & Disability
Resource Center
Area Agency on Aging
PALM BEACH / TREASURE COAST, INC.**

to assist older adults stay in their homes. This can include information or services for at home meals, homemaker assistance and other services to make independent living at home a viable option. AAA's were established under the

Older Americans Act (OAA) in 1973 to respond to the needs of Americans aged 60 in local communities.

HELP LINE FOR PALM BEACH/TREASURE COAST

561-383-1112

www.AreaAgency.org

The Area Agency on Aging of Palm Beach/Treasure Coast Inc maintains a helpline for seniors and their families. This is gateway to access and determine eligibility for services.

U.S. ADMINISTRATION ON AGING - ELDERCARE LOCATOR

Public Service of the U.S. Administration on Aging FL

800-677-1116

www.eldercare.gov

The Eldercare Locator helps older adults and their caregivers find local services & housing options for seniors. Monday through Friday, 9:00 a.m. to 8:00 p.m., Eastern Time.

HOUSING

CHOOSING THE RIGHT CARE FACILITY

Step one: *It is important to begin with what your loved one needs*

Each state and area varies in its offerings, and the terminology can be confusing. A good professional assessment from a geriatric care manager can determine what type of facility will offer the level of care needed for the specific situation. Particularly in Assisted Living, the range of care varies greatly. Specialty facilities exist that are better equipped to handle Alzheimer's Disease and some offer extended medical



services onsite (note: in Florida, assisted living facilities are not required to have a nurse supervising though many go above basic requirements). Nursing homes may choose not to handle certain complex medical needs or take patients with certain diagnoses or needs.

Step two: *Determine what your loved one can afford*

If your parent has limited income and assets, explore benefit programs that may help them such as VA benefits and Medicaid (Medicare does not pay for long term care). If your parent had long term care insurance, find out if they are eligible for making a claim and the daily benefit and time limit. Costs and benefits may narrow your search and save you valuable time wasted on looking at facilities that are not an option due to finances.

Step three: *Consider other factors*

Think about optimal locations. If family or friends will visit it is important that it be convenient to encourage regular visits which will likely make it a better experience. Will your loved one



possibly continue outside activities (i.e. church, visiting old neighbors or social groups)? Next, consider the environment and the personality and background of your loved one. Some people are more comfortable in a smaller, home like setting while others thrive with maximum activities. Will your loved one enjoy flexible dining options, desire a larger apartment, or take advantage of trips or certain activities? Will a fancy setting make your parent feel uncomfortable?

Step four: *Visit and review the options*

A professional opinion can provide significant information on the facility's care, history and pros and cons. You can talk to residents and families, as well as get opinions from neighbors, friends, and community members/professionals—but understand their situation may be different than yours and often an independent analysis from a care manager will yield better results. When you visit, assess the friendliness of the staff, longevity, appearance and happiness of residents, smell and cleanliness. Make an unscheduled visit. Ask the facility for copies of their state inspections and research with your state regulatory office (you can access this information through the Agency for Health Care Administration – AHCA). Their website is: www.floridahealthfinder.gov

It is important to meet and talk with staff other than the admissions/marketing staff so you can get a feel for the people who will be providing the daily care. Ask to visit for a meal to taste the food and observe/meet current residents. Review the activities offered as well as the services.

Step five: *Make a short list*

Involve other family members as well as the “potential resident” in the final choice, where appropriate. Carefully review the contract and costs. Assisted Living Facilities have many



different fee structures, from a flat rate to room and board with added care levels to charging a la carte for certain services. You may wish to have your attorney review the contract before signing as well.

TYPES OF LIVING FACILITIES

ACTIVE ADULT COMMUNITIES FOR SENIORS (ACTS)

Retirement communities that combine resort-style senior living with the assurance of health care provided at no additional cost. Long-term care is prearranged and guaranteed. ACTS retirement communities are life care communities. Type-A extensive life care retirement contract guarantees that your monthly fee will never increase if a higher level of care is needed at any one of our communities.

Assisted Living

Refers to senior living care for those who require assistance in the performance of activities of daily living (ex: bathing, dressing, eating, etc.) but desire to live as independently as possible; this may be seen as midway between independent living and nursing home care.

Continuing Care Retirement Community (CCRC)

Continuing care retirement communities (CCRC's) and life care retirement communities provide residents with a lifestyle that includes on campus conveniences, services and amenities, such as banks,



beauty salons, fitness centers and more. Most importantly, both types of senior living communities can provide residents with a complete range of lifestyle accommodations, from independent living to assisted living and skilled nursing care. Costs for these types of communities are dependent on the facility, its location and levels of care. Having several levels of care available on campus is an incredible benefit—it provides you with the security of knowing that if you need Assisted

Living, Memory Care, or Skilled Nursing Care at some point in the future, you won't have to move to another community.

Independent Living

Independent living communities allow healthy and active seniors to enjoy the freedom they are used to while benefitting from social events, transportation, and light home maintenance. These residences can be senior apartments, retirement communities, or Continuing Care Retirement Communities (CCRC). All focus more on allowing seniors to have a healthy, social lifestyle, and less on providing medical care.

Memory Care

Special program made specifically to assist patients suffering from Alzheimer's disease, as well as other types of dementia and mental impairments.

Nursing Home

State-licensed facility that gives round-the-clock nursing care service; this grants the greatest medical care outside the hospital setting.

Rehab Centers

Centers approved to provide inpatient Rehabilitation Services (physical, occupational, speech, respiratory, etc.). Usually a short to intermediate stay, following hospitalization.



Respite Care

Respite Care provides family members a time of relief from the constant everyday care of an elderly person. These short-term stays, normally in a nursing or assisted living community, provide companionship to the patient while relieving the family of daily activities.

Retirement Living

Special care designed for partially or fully retired residents who can generally take care of themselves

Supportive Living

Type of senior living care for individuals with a disability and individuals who are 65 years of age or older. Once you have determined the type of living option you feel would be most suitable for you or your loved one, you have several options:

1. Do a google search for the living type you are interested in and the area you would like to live.
2. Contact Wellington's Community Services Department at (561) 791-4796 and request assistance.

ADULT DAY CARE

Day Care facilities offer a variety of health, social, and support services, during standard business hours, to adults who need assistance and supervision while their primary family caregiver is at work.



These programs provide seniors with a variety of on-site care services, including meals and snacks, health monitoring, assistance with taking medication, walking, using the bathroom, personal grooming, as well as providing opportunities for exercise, social interaction, recreation, and mental stimulation during the day.

Services are provided in a protected environment, and some adult day care providers also have programs designed specifically to meet the special needs of adults with functional, as well as cognitive impairments, due to conditions such as Alzheimer's disease. Some programs also offer services during evening and weekend hours, in addition to their regular daytime hours.

Day Care Facilities in Palm Beach County are as follows:

Sunrise Adult Day Care

Adult Day Care Center ·
Forest Hill Blvd
(561) 249-3856

Schaffer Adult Day Center

Fred Gladstone Dr
(561) 687-5790

A Place For You Adult Daycare and Rehab Center

Adult Day Care Center · 10th Ave N
(561) 965-6980

New Day Adult Day Care Center

Adult Day Care Center

Ebbtide Dr
(561) 844-0012

Adult Day Care Center

Lake Worth Rd
(561) 432-0668

Morselife

Adult Day Care Center
Fred Gladstone Dr
(561) 471-5111

Alzheimer's Community Care

Assisted Living Facility · Northpoint Pkwy
(561) 683-2700

Mae Volen Senior Center

Senior Citizen Center · W Palmetto Park Rd
(561) 395-8920

Palm Beach County Adult Day Care

(561) 355-7101



Palm Beach County Adult Day Care

Adult Day Care Center · Northlake Blvd

(561) 694-5438

Mae Volen Senior Center

Adult Day Care Center · 95th Ave S

(561) 558-2510

North County Senior Center

Senior Citizen Center · Northlake Blvd

(561) 694-5435

Alzheimer's Community Care Associates

Adult Day Care Center · Seacrest Blvd

(561) 330-3541

HOME HEALTH

HOME CARE

These provide a range of services in the home including medical care, therapy, personal care and assistance with household activities. Home Care is for people who need non-skilled help in their home

with the activities of daily living, such as eating, dressing, bathing, using the bathroom, and transferring from a bed or chair. Home care aides may also perform homemaker services, such as meal preparation and light household chores such as dusting and vacuuming floors. Some home care agencies also offer homemaker and chore services for seniors who need help primarily with routine household activities such as meal preparation, cleaning, and performing heavy chores such as washing floors and windows, doing laundry or raking leaves.



Home Health Care Is for people who need in-home, professional health care services such as skilled nursing care, physical therapy, occupational therapy, or speech-language therapy. These services are prescribed by a physician for a limited period of time.

HOME HEALTH AGENCIES

An agency that provides skilled services (by nurses, therapists, social workers) and/or unskilled services (by home health aides, certified nursing assistants, homemaker, companions) to patients in their homes.



A home health agency may also provide staffing to health care facilities on a temporary basis.

The Agency for Health Care Administration is the regulatory unit responsible for home health agencies. For additional information please contact:

Home Care Unit

Bureau of Health Facility Regulation

2727 Mahan Drive - Mail Stop #34

Tallahassee, FL 32308

(850) 412-4403 Phone

(850) 922-5374 Fax

Email HQAhomehealth@ahca.myflorida.com

ADVOCACY

Abuse means any willful act or threatened act by a relative, caregiver, or household member which causes or is likely to cause significant impairment to a vulnerable adult's physical, mental, or emotional health. Abuse includes acts and omissions.

Signs of Abuse of the Elderly or People with Disabilities
Abuse may cause various injuries such as scratches, cuts, bruises, burns, broken bones, or bedsores. It can also result in confinement, rape or sexual misconduct, and verbal or psychological abuse.



Neglect may cause starvation, dehydration, over- or under-medication, unsanitary living conditions, lack of personal hygiene. Neglected adults may also not have heat, running water, electricity, medical care.

Exploitation may result in loss of property, money, or income. Exploitation means misusing the resources of an elderly or disabled person for personal or monetary benefit. This includes taking Social Security or SSI (Supplemental Security Income) checks, misusing a joint checking account, or taking property and other resources.

Sometimes the elderly or disabled become isolated or ill and do not have someone who is willing and able to help meet their basic needs.

If you suspect abuse please call the Florida Abuse Hotline at: (800) 96-ABUSE or (800) 962-2873

FLORIDA'S LONG-TERM CARE OMBUDSMAN PROGRAM

The mission of the Florida Long-Term Care Ombudsman Program is to improve the quality of life for all Florida long-term care residents by advocating for and protecting their health, safety, welfare and rights.

4040 Esplanade Way, Suite 380
Tallahassee, FL 32399-7000

850-414-2323 or toll-free 1-888-831-0404

Fax: 850-414-2377

email: LTCOPInformer@elderaffairs.org

OTHER SERVICES FOOD PANTRIES

St. Rita's Catholic Church/Homeless Ministry

13645 Paddock Drive

Wellington, Florida 33414

(561) 373-1936

Royal Palm Covenant Food Pantry

660 Royal Palm Beach Boulevard

Royal Palm Beach, Florida 33414

(561) 793-1077

Community Care Giving Ministry, Inc.

1128 Royal Palm Beach Boulevard

Royal Palm Beach, Florida 33411

(561) 541-5574

Helping Hands Assistance Program, Inc.

2930 South Jog Road

Greenacres, Florida 33467

(561) 432-2417

Oasis Compassion Agency

4088 10th Avenue North

Greenacres, Florida 33463

(561) 967-4066

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The SNAP program, formerly known as Food Stamps, is a federal government program to help needy persons of any age pay for food. To qualify for benefits, households must meet strict resource and income limits. However, households in which all members receive SSI or TANF benefits are automatically assumed to meet the asset and income requirements for SNAP

eligibility, and no further eligibility analysis is necessary.

To apply for SNAP (food stamp) benefits or other nutrition programs for the elderly, contact the Area Agency on Aging at (561) 684-5885.

Transportation Services Offer accessible door-to-door transportation to and from shopping centers, medical appointments, and various other community resources and destinations of interest, and can accommodate seniors who have mobility impairments or other disabilities.

STAR PROGRAM

The Village of Wellington
12300 Forest Hill Boulevard
(561) 791-4000

The STAR Program or Senior Transportation and Rides Program was established to help meet the transportation needs

of our senior population. The goal of STAR is to offer safe, affordable transportation to Wellington seniors by providing A STAR card is provided to individuals enrolled in the program which is loaded with up to 8 one-way trips each month. These trips are free to the user and transportation is provided to any destination with the following boundaries:

- Anywhere within Wellington
- Along 441/SR7 between Southern and Lake Worth Road
- Palms West Hospital and surrounding medical offices

To be considered for this program, the applicant must:

- Be at least 62 years of age
- Be a US Citizen or legal alien
- Reside in Wellington
- Provide a copy of a valid photo ID for verification



WELLINGTON CARES

Wellington Cares provides short-term soft services designed to provide assistance for persons 65+ if they would like to age in place in Wellington, Florida. In addition we coordinate with other support service programs. It is not our goal to replicate community resources but rather to augment what is already available to our seniors. We strive to be prevention based and engage participants before crises and respond to their changing needs over time.

Wellington Cares offers the following services:

- Pick- up and delivery of dry cleaning, prescriptions and groceries
- Provide in home services such as laundry, meals or light cleaning
- Socialize by visitation in the home or with phone calls
- Write letters, pay bills, make phone calls to schedule appointments
- Help seniors coordinate services available to them in the community
- Drive seniors to doctors, therapy or places of worship
- Light home repairs
- Provide patient advocacy
- Assist seniors in hurricane emergency preparation

If you are in need of services or you have questions please call us at (561) 568-8818

PALM TRAN CONNECTION

50 South Military Trail, Suite 101, West Palm Beach
(561) 649-9838

Connection is a shared ride, door to door, para-transit service that provides transportation for disabled residents and visitors in Palm Beach County under the following programs:

- Americans with Disabilities Act (ADA) Program
- Division of Senior Services (DOSS) Program
- Transportation Disadvantaged (TD) Program

Although they are not actually a form of long term care, senior centers are, nonetheless, a valuable resource that should not be overlooked. Available in many communities, they offer seniors free or low cost services, such as meals, recreational and social activities, educational classes, as well as information about, and referral to, other senior services and programs.

North County Senior Center

Senior Citizen Center · Northlake Blvd
(561) 694-5435

Mid-County Senior Center

Senior Citizen Center · Lake Worth Rd
(561) 357-7101

Mae Volen Senior Center

Senior Citizen Center · W Palmetto Park Rd
(561) 395-8920

CARE PLANNING

Care planning services provide guidance and management for you or a loved one's health and wellness at home, during a hospital stay or while recovering in a rehabilitation center.



The National Care Planning Council is an organization that provides a comprehensive resource for Eldercare, Senior Services and Care Planning. They publish articles, books and

guides to assist individuals in learning how to meet senior needs. www.longtermcarelink.net

Listed below is care planning consultants serving the Palm Beach County area:

Amy Seigel, RN, CRRN, CCM ~ Advocare Care Management
Specializing in Nurse Care Managers and Elder Advocacy
660 Linton Boulevard | Suite 205 | Delray Beach FL 33444

Active Health Care Solutions, LLC (Care Management)
9649 Boca Gardens Circle | North #B | Boca Raton, FL
33496

DIVISION OF SENIOR SERVICES OR DOSS (PALM BEACH COUNTY)

(561) 355-4746

Case Managers assure full coordination and linkage of services. Case Managers will assist with applications for food stamps and other needed services available in the community.

Case Managers involve, with client's consent, family and caregivers in the client's plan of care. Case Managers assist families and caregivers to resolve the emotional, financial and physical demands of caring for their elder loved ones.

DOSS provides professional home visits. Case Managers will accommodate your schedule to provide the most convenient time for you. Home visits are conducted to review existing services and arrange additional in home assistance if needed.

Listed below are care planning consultants serving the Palm Beach County area:

Elder Resources Unlimited (ERU) (561) 753-3839
Julie Knoess, BSW, CMC
www.elderresources.com

ERU provides a multitude of services including but not limited to: representation and coordination of doctor's

appointments, oversight during hospitalizations, short and long term placement in nursing, assisted and independent living facilities, basic bookkeeping, medication management and monitoring, assistance with applications to subsidized programs, transportation arrangements, coordination of homecare and the monitoring of caregivers.

Tailored Care (561) 373-3888

Senior Care Planning and Placement Services

Kelly Wilson

www.tailoredcareservices.com

Tailored Care provides wraparound services with 30 years of experience, guiding and supporting seniors and their families. Free initial consultation and assessment to assist the client in making confident and informed choices.

Turning Pointe Senior Services LLC (561)-775-3130

Elizabeth Katz MS, CMC, CSA

A private company specializing in processing Medicaid and Veterans Benefits, Care Management, Facility Placement and Senior Advocacy.

FEDERAL PROGRAMS

Supplemental Security Income (SSI)

SSI is a federal government program that provides a monthly cash benefit for the elderly (age 65 and over), blind, or disabled of any age who have extremely low income and very few resources.



To apply for SSI benefits, you can visit your local Social Security office, or call toll- free 1-800-772-1213. If you are hearing impaired and use a TTY device, call 1-800-325-0778.

Elderly Home Energy Assistance Program (EHEAP)

The home energy assistance program is a federal program that provides a cash grant to eligible households to help pay a portion of home heating expenses. Households are eligible for one (1) summer (cooling) crisis benefit during the period from April 1 to September 30 and one (1) winter (heating) benefit from October 1 to March 31 each year, not to exceed \$400. At least one individual in the home must be age sixty (60) or older. Consumer automatically qualifies if he or she has a home energy emergency, and:

- Receives Food Stamps, or
- Applied for Weatherization Assistance Program and is currently eligible,
or
- Applied for Community Services Block Grant and is currently eligible.

Although this is a federal program, it is administered by the states, and each state is allowed to determine the amount of benefits that it will provide each eligible household, and each state can make its own eligibility rules, within very broad federal guidelines, regarding income and asset limits to qualify for EHEAP assistance.

ADULT PROTECTIVE SERVICES AND ELDER ABUSE PREVENTION

The division of adult protective services is responsible for investigating allegations of abuse or neglect of vulnerable adults, including the frail or disabled elderly and adults with emotional



or mental disabilities as a result of an illness or injury. Suspected

cases of neglect or abuse of a vulnerable adult, such as physical abuse, sexual abuse, financial abuse or exploitation, whether in a domestic or institutional setting, should be reported to the state's division of adult protective services.

Program of All Inclusive Care for the Elderly (PACE)

The Program of All Inclusive Care for the Elderly (PACE) is a special program, available in just 28 states, which offers integrated Medicare and Medicaid benefits and provides medical, social, and long-term care services to the frail elderly, in order to improve their quality of life and ensure that they have the professional support and care that they need, in order to remain in the community and in their homes for as long as possible.

Burial Assistance

Many states offer a small amount of financial assistance to help families pay for the funeral, cremation, and/or burial costs of deceased seniors who were receiving certain low-income benefits, such as SSI or Medicaid, at the time of their death, and whose estate is insufficient to pay for their final expenses. If the deceased has living relatives who were legally responsible for their support while they were alive, then the legally responsible relatives must also lack sufficient resources in order to qualify for burial assistance. Burial and Indigent Cremation Program is offered in Palm Beach County. Assistance is offered to citizens who meet the eligibility requirements, including income.

SUPPORT SERVICE AGENCIES

West Palm Beach VA Caregiver Support

Support Group for Veteran Caregivers (all eras).

7305 N Military Trail

Room 5A-103, West Palm Beach, Florida 33410

Area Agency on Aging of Palm Beach/Treasure Coast

Your Aging Network is the Area Agency on Aging and Disabilities Resource Center of Palm Beach/Treasure Coast serving you in Indian River, Martin, Okeechobee, Palm Beach and St. Lucie Counties.



4400 North Congress Avenue, West Palm Beach, Florida 33407

Alzheimer's Association Southeast Florida

The Alzheimer's Association, Southeast Florida Chapter is a local 501 (c) 3 organization committed to helping the families in 7 counties: Okeechobee, St. Lucie, Martin, Palm Beach, Broward, Miami-Dade and Monroe counties

Palm Beach Office Headquarters

3333 Forest Hill Boulevard, West Palm Beach, Florida 33406

Morse Life

Morse Life is a charitable, nonprofit, non-sectarian organization providing health care, housing and support services for seniors of Palm Beach County.

4847 Fred Gladstone Dr, West Palm Beach, Florida 33417

Legal Aid Society of Palm Beach County

Committed to providing high quality civil legal advice, representation and education to the disadvantaged of Palm Beach County so as to protect their personal safety, enhance their opportunities and living conditions and promote self-sufficiency.

423 Fern Street

Suite 200, West Palm Beach, Florida 33401

On Wheels Transport

The BEST wheelchair or stretcher transport for your loved one

in Palm Beach County (Boca to Jupiter)
3700 Georgia Ave. #9, West Palm Beach, Florida 33405

Palm Beach County Division of Senior Services

Division of Senior Services’ (DOSS) mission is to provide accessible and high-quality services to help seniors 60 and older attain optimal independence, and promote quality of life for seniors and their caregivers.

810 Datura St., West Palm Beach, Florida 33414

ADDITIONAL INFORMATION & RESOURCES

STATE OF FLORIDA www.myflorida.com

The state of Florida’s official web portal, offers a wide variety of information and links on government services. It offers specific sections on elders and retirement in Florida with links to various senior services and information for older adults in Florida.

American Association of Retired Persons www.aarp.com

AARP, Inc., formerly the **American Association of Retired Persons**, is a non-profit, non-partisan organization that helps people over the age of 50 turn their goals and dreams into real possibilities. They advocate for consumers in the marketplace by selecting products and services of high quality and value to carry the AARP name as well as help our members obtain discounts on a wide range of products, travel, and services.

Veterans Administration www.va.gov

The VA offers financial counseling, mortgage delinquency assistance, compensation programs, vocational rehabilitation and education programs. Individuals who are interested in obtaining additional information can contact (800) 827-1000.

Social Security Administration www.ssa.gov

Social Security Administration (SSA) is an independent agency of the United States federal government that administers Social Security, a social insurance program consisting of retirement, disability, and survivors’ benefits.

Serves as a national clearinghouse of information for elder rights to ensure that all older Americans will live with dignity, integrity, independence, and without abuse, neglect, and exploitation.

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